



International Journal of Engineering, Business and Enterprise Applications (IJEBEA)

www.iasir.net

An Analytical Approach on E-Governance with Special Reference to Online Citizen Service in India

¹Akhil Pradeep and ²Dr. A S Ambily

¹Research Scholar, ²Assistant Professor (SG),
Department of Commerce and Management,
Amrita School of Arts and Sciences, Kochi,
Amrita Vishwa Vidyapeetham, India.

Abstract: E-Governance is relatively new term in the South Asian context. To begin with, the use of Information Communication and Technology (ICT), especially Internet based technologies, to provide government information and services are what e governance is all about. The use of technology has been effective in providing easy services to clients who have access to the technology. This concept of incorporating technologies is helpful in increasing accountability and transparency of government institutions that ultimately would lead to the process of promoting good governance in any country. In spite of the global meltdown India is emerging as an economic tiger, but this growth is meaningless till the time it is inclusive, sustainable and encompasses the poorest of the poor. Present study focuses to find out how far the online citizen services of e governance is adopted and used by the population with special reference to students of educational institutions in Kerala.

I. Introduction

E-governance, if implemented well, can have palpable benefits for an economy, ranging from better food grain management, to improvement in education and employability of people and industrial development. On the whole, it will provide the Central and State government a more efficient system of distributing resources and provide a wider availability of services. Therefore this paper is an attempt at a reality check to ascertain the outcome of the services rendered and whether it has achieved the intended objectives of transparent, effective, responsive and accountable system of governance.

The importance of this study is to analyse the awareness of e-governance among students of educational institutions. E-governance is much popular in India. But due to some reasons the general public is not aware about many facilities of E-governance provided by government. Online citizen service is one of the government website that is not aware for the general public. So the purpose of this research is to identify some measures to publicize this website.

II. Objectives of the study

- ✓ To analyse the awareness of E-governance with special reference to online citizen service in India.
- ✓ To analyse the E-governance services used by students of educational institutions in Kerala.

III. Hypothesis

Null Hypothesis – The population is aware about online citizen services in India.

Alternative Hypothesis – The population is not aware about online citizen services in India.

IV. Research Methodology

- ✓ Sample size - Considering the nature and extent of the study and with the time constraints a sample size of 100 respondents was selected.
- ✓ Tools used – ANOVA, Sampling, F-Test

V. Analysis and Interpretation

Analysis and interpretation process of this study helps in identifying the effectiveness of e-governance among students of Amrita University with special references to on-line citizen services in India. Anova, Sampling and F-Test is used to analyse the effectiveness among the above said study.

A Online Transport Service

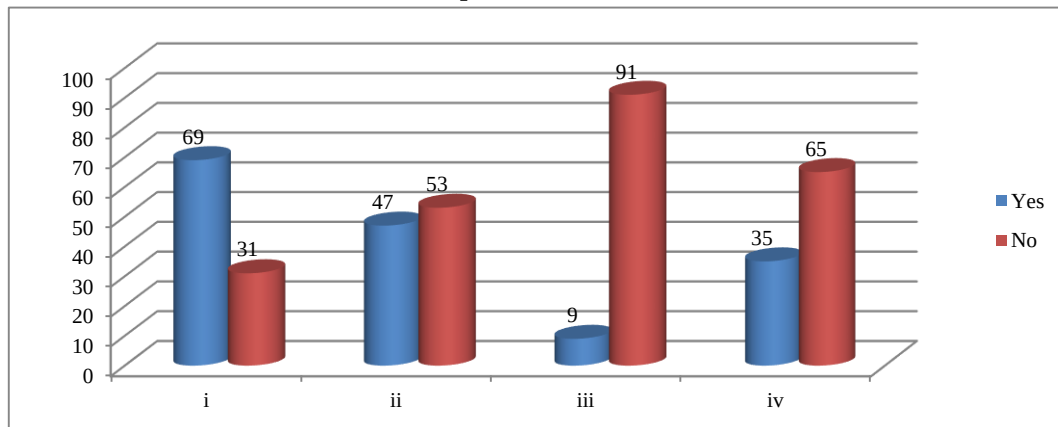
This includes various facilities offered to the general public like

- i) online train ticket booking,
- ii) online status check of running trains,
- iii) booking air tickets and
- iv) tour to National museum

Table IV.I Online Transport Service

	Yes	No
I	69	31
Ii	47	53
Iii	9	91
Iv	35	65

Source = Primary Data

Chart IV.I Online Transport Service

Source = Primary Data

From the table and chart IV.I, it is found that out of 100 persons 69 percentage of people have booked online train ticket, 47 percentage of people have checked the status of current running train, only 9 percentage of people has booked air tickets and 35 percentage of people have gone on a tour to the national museum.

H_0 - The population is aware about online citizen services in India.

H_1 - The population is not aware about online citizen services in India.

Anova Table

Sources of variation	Sum of squares	Degree of freedom	Mean square	F
Between samples	800	$k-1=(2-1)$ 1	800	1.279
Within samples	3752	$n-k=(8-2)$ 6	625.333	
Total	4552	7		

Thus the calculated value of F is = 1.279 and the table value of F at V1 and V2, (1,6) is 5.99. The calculated value is less than the table value and hence accepted the null hypothesis. So conclude that the population is aware about the on-line transport service in India.

B Online Citizen Service

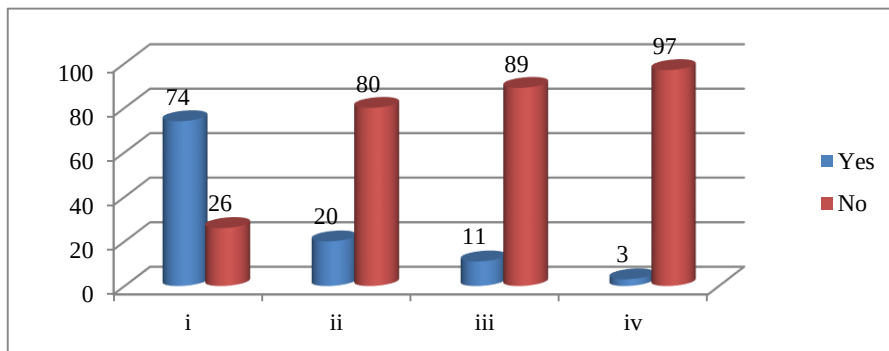
This includes various facilities offered to the general public like

- i) Aadhar,
- ii) Online passport,
- iii) Pan card and
- iv) Income tax return

Table IV.II Online Citizen Service

	Yes	No
I	74	26
Ii	20	80
Iii	11	89
Iv	3	97

Source = Primary Data

Chart IV.II Online Citizen Service

Source = Primary Data

From the table and chart IV.II, it is found that out of 100 persons 74 percentage of people have applied for aadhar, 20 percentage of people have applied for passport, 11 percentage of people have applied for pan card and 3 percentage of people have filed income tax returns through the website. Majority of the people have used online citizen services in India for applying aadhar cards.

H_0 - The population is aware about online citizen services in India.

H_1 - The population is not aware about online citizen services in India.

Anova Table

Sources of variation	Sum of squares	Degree of freedom	Mean square	F
Between samples	4232	$k-1=(2-1)$ 1	4232	4.108
Within samples	6180	$n-k=(8-2)$ 6	1030	
Total	10412	7		

Thus the calculated value of F is = 4.1087 and the table value of F at V_1 and V_2 , (1,6) is 5.99. The calculated value is less than the table value and hence accepted the null hypothesis. That means the population is aware about the online citizen services in India.

C Online Market Information

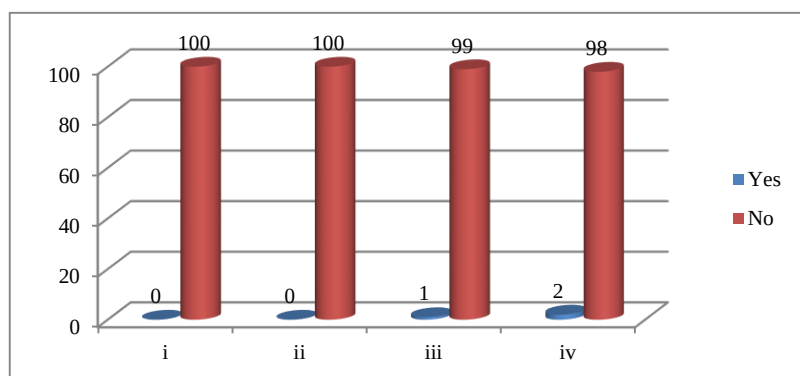
This include various facilities offered to the general public like

- i) Daily agri commodity rate,
- ii) WPI of agri commodities,
- iii) Sell your product online,
- iv) Daily market information.

Table IV.IV Online Market Information

	Yes	No
i	0	100
ii	0	100
iii	1	99
iv	2	98

Source = Primary Data

Chart IV.IV Online Market Information

Source = Primary Data

From the table and chart IV.IV, it is found that out of 100 persons 0 percentage of people have checked daily agri commodity rate, 0 percentage of people have checked for WPI of agri commodities, 1 percentage of people have sold products online and 2 percentage of people have searched for daily market information. Only a few population is aware about the online market information.

H_0 - The population is aware about online citizen services in India.

H_1 - The population is not aware about online citizen services in India.

Anova Table

Sources of variation	Sum of squares	Degree of freedom	Mean square	F
Between samples	19404.5	$k-1=(2-1)$ 1	19404.5	21168.545
Within samples	5.5	$n-k=(8-2)$ 6	0.9166	
Total	19410	7		

D Online Educational Services

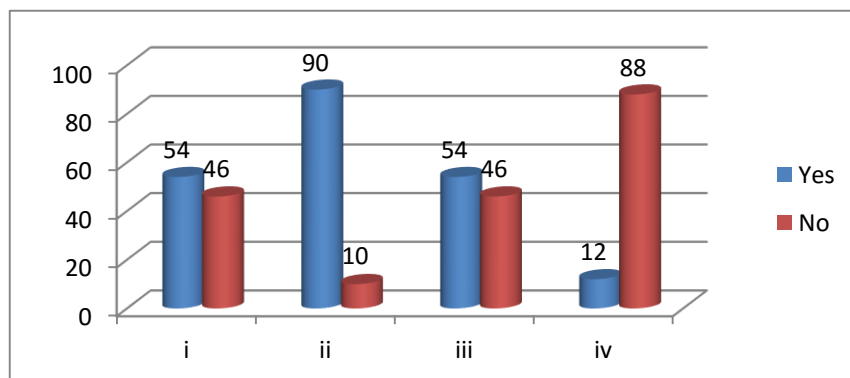
This includes various facilities offered to the general public like

- i) Download NCERT books,
- ii) Checking the exam results,
- iii) Online employment news,
- iv) Student loan for higher education.

Table IV.VI Online Educational Services

	Yes	No
I	54	46
Ii	90	10
Iii	54	46
Iv	12	88

Source = Primary Data

Chart IV.VI Online Educational Services

Source = Primary Data

From the table and chart IV.VI, it is found that out of 100 persons 54 percentage of people have Download NCERT books, 90 percentage of people have checked the exam results, 54 percentage of people have looked for online employment news, 12 percentage of people have applied for Student loan for higher education through the website. Most population of the sample space is aware about online education services like checking exam results and checking employment news.

H_0 - The population is aware about online citizen services in India.

H_1 - The population is not aware about online citizen services in India.

Anova Table

Sources of variation	Sum of squares	Degree of freedom	Mean square	F
Between samples	50	$k-1=(2-1)$ 1	50	0.0491
Within samples	6102	$n-k=(8-2)$ 6	1017	
Total	6152	7		

Thus the calculated value of F is = 0.04916 and the table value of F at V_1 and V_2 , (1,6) is 5.99. The calculated value is less than the table value and hence accepted the null hypothesis. The population is aware about the online educational services in India.

E Postal and Telecom Services

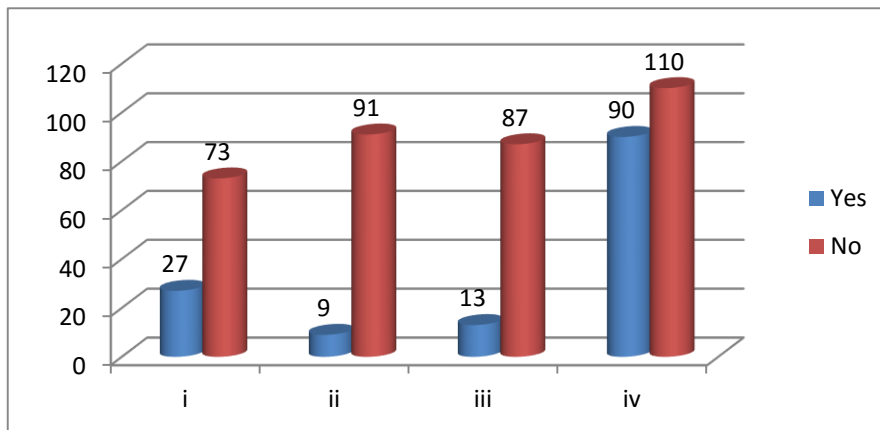
This includes various facilities offered to the general public like

- i) Sent your message through e-post,
- ii) Sent your money through IMO,
- iii) Track your speed post status online,
- iv) Search your ISD code and city pin code.

Table IV.VIII Postal and Telecom Services

	Yes	No
I	27	73
Ii	9	91
Iii	13	87
Iv	90	110

Source = Primary Data

Chart IV.VIII Postal and Telecom Services

Source = Primary Data

From the table and chart IV.VIII, it is found that out of 100 persons 27 percentage of people has sent their message through e-post, 9 percentage of people has sent their money through IMO, 13 percentage of people has tracked their speed post status online, 90 percentage of people has searched their ISD code and city pin code through this website. Majority of the population searched for STD codes in online citizen services in India of Postal and telegram services.

H_0 - The population is aware about online citizen services in India.

H_1 - The population is not aware about online citizen services in India

Anova Table

Sources of variation	Sum of squares	Degree of freedom	Mean square	F
Between samples	6160.5	$k-1=(2-1)$ 1	6160.5	7.471045983
Within samples	4947.5	$n-k=(8-2)$ 6	824.5833333	
Total	11108	7		

Thus the calculated value of F is = 7.4710 and the table value of F at V1 and V2, (1,6) is 5.99. The calculated value is greater than the table value and hence rejected the null hypothesis. The population is not aware about the online citizen services in India.

F Grievance Redressal

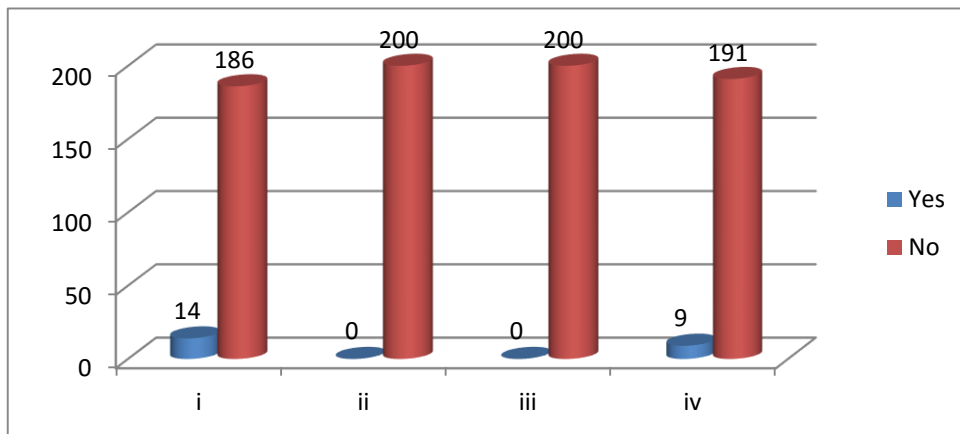
This includes various facilities offered to the general public like

- Complain against officials and online consumer complaints,
- Lodge pension grievance and complaint against DEIT officials,
- Lodge grievance with NWC and pension grievance,
- Lodge provident fund grievance and bank related grievance redressal.

Table IV.IX **Grievance Redressal**

	Yes	No
I	14	186
Ii	0	200
Iii	0	200
Iv	9	191

Source = Primary Data

Chart IV.IX **Grievance Redressal**

Source = Primary Data

From the table and chart IV.IX, it is found that out of 100 persons 14 percentage of people have complained against officials and online consumer complaints, 0 percentage of people has Lodged pension grievance and complaint against DEIT officials, 0 percentage of people has Lodged grievance with NWC and pension grievance, 9 percentage of people has lodged provident fund grievance and bank related grievance redressal through the website. Most of the grievance redressals are not aware to the population in sample space through online citizen services in India.

H_0 - The population is aware about online citizen services in India.

H_1 - The population is not aware about online citizen services in India.

Anova Table

Sources of variation	Sum of squares	Degree of freedom	Mean square	F
Between samples	71064.5	$k-1=(2-1)$ 1	71064.5	1472.83
Within samples	289.5	$n-k=(8-2)$ 6	48.25	
Total	71354	7		

Thus the calculated value of F is = 1472.839 and the table value of F at V1 and V2, (1,6) is 5.99. The calculated value is greater than the table value and hence rejected the null hypothesis. The population is not aware about the online citizen services in India.

VI. Findings and conclusion

E-governance, if implemented well, can have palpable benefits for an economy, ranging from better food grain management, to improvement in education and employability of people and industrial development.

On the whole, it will provide the Central and State government a more efficient system of distributing resources and provide a wider availability of services. Therefore this paper is an attempt at a reality check to ascertain the outcome of the services rendered and whether it has achieved the intended objectives of transparent, effective, responsive and accountable system of governance.

This concept of incorporating technologies is helpful in increasing accountability and transparency of government institutions that ultimately would lead to the process of promoting good governance in any country. Major finding of the study can be summarised as ,

✓ It is found that out of 100 persons 69 have booked online train ticket, 47 have checked the status of current running train , only 9 has booked air tickets and 35 have gone tour to national museum.

✓ It is found that out of 100 persons 74 have applied for aadhar, 20 have applied for passport , 11 have applied for pan card and 3 have filed income tax returns through the website. Majority of the people have used online citizen services in India for applying aadhar cards.

✓ It is found that out of 100 persons 0 have checked daily agri commodity rate, 0 have checked for WPI of agri commodities , 1 have solded products online and 2 have searched for daily market information. Only a few population is aware about the online market information.

✓ It is found that out of 100 persons 54 have Download NCERT books,90 have checked the exam results, 54 have looked for online employment news, 12 have applied for Student loan for higher education through the website. Most population of the sample space is aware about online education services like checking exam results and checking employment news.

✓ It is found that out of 100 persons 27 has sent their message through e-post, 9 has sent their money through IMO, 13 has tracked their speed post status online, 90 has searched their ISD code and city pin code through this website. Majority of the population searched for STD codes in online citizen services in India of Postal and telegram services.

✓ It is found that out of 100 persons 14 have complained against officials and online consumer complaints, 0 has Lodged pension grievance and complaint against DEIT officials, 0 has Lodged grievance with NWC and pension grievance, 9 has lodged provident fund grievance and bank related grievance redressal through the website. Most of the grievance redressals are not aware to the population in sample space through online citizen services in India.

More classes should be provided to the students in order to make awareness about the online citizen services in India. In rural areas more publicity should be given though posters and seminars. Various government activities should be carried over by respective online websites as part of the promotional activities.

As youth are the building blocks of our nation we should provide awareness classes and promotional actives in schools and colleges also. Lack of practical knowledge is also another factor that backwards the interest in online government activities. so more practical knowledge should be provided to the citizens to understand the worth of online services. Awareness can be provided through campaigns, advertisements, newspapers etc.

Instead of implementing all initiatives at one go, these should be implemented after prioritizing them on the basis of ease of implementation. There should be a step-by-step analysis of each process to ensure its rationality and simplicity.

Since Internet Technology has evolved rapidly in the last few years, there is a need to think strategically about where we want to be in the future. As time goes on, new technologies will continue to develop at a rapid pace and we must be flexible enough by showing quick response to the technology explosion. The state that are faster in adopting the technology have started reaping the benefits already. Process level changes are required before rushing to the web to launch the 'Government Online'. At the same time the government managers should quickly learn to use technology fuelled management tools for administrative efficiency and use them for a more value added service to the citizens. To make the futuristic vision work, there is a need for collaboration among e-Governance virtual communities. This demand more political and organizational will take hard decisions, change themselves and learn to build capacities for e-Governance. 'Outdated' regulations and procedures are to be removed before launching the project. The above issues and challenges are not beyond our capacity to resolve, but they need immediate attention.

Ultimately, the success of an e-Governance initiative lies in how efficiently it has enhanced people's participation in government functioning. Through wide access, bringing government and the services it offers closer to its citizens, promoting accountability, transparency and responsiveness in government functioning and ensuring that government works better at lesser costs.

References

- [1] SpeG, A society for promotion of e-Governance [<http://www.egovindia.org/overnancepaper.doc>]
- [2] OECD e-book Citizens as Partners - Information, Consultation and Public Participation in Policy-Making [<http://www.oecd.org/publications/ebook/4201131E.Pdf>]
- [3] Yadav K.P. Singh 2001 'Cover Story: Can Indian Villages be Logged on to Infotech Highway?', Down to Earth.
- [4] Global Information and Technology Report 2008-09 World Economic Forum: International Telecommunication Union, World Telecommunication/ICT Indicators 2008 (September 2008 pdate)
- [5] AIDES, A.; DI TELLA, R. (1999), "Rents, Competition, and Corruption", American Economic Review, vol. 89, n. 4: 982-993. <http://dx.doi.org/10.1257/aer.89.4.982>
- [6] AIDT, T. S. (2003), "Economic Analysis of Corruption: a survey", Economics Journal, vol. 113: 632-652. <http://dx.doi.org/10.1046/j.0013-0133.2003.00171.x>
- [7] AHMAD, N.; BROOKINS, O. (2007), "The impact of Corruption on Efficiency in Developing Economies", International Journal of Economic Perspective, vol.1, n. 2:64-73. <http://bit.ly/V8Le9J>